



**Precursor
Systems**

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Support Catalogue

Honest computer expertise without compromise.

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Precursor Systems

*High quality support
at a price even a small
business can afford.*

Precursor Systems was founded in 1994 to provide service and support for the computer-based business in the field of electronic publishing. This includes Digital Imaging, Printing, Audio, Video and the internet.

In 1994 Precursor's founder, Alex Narvey, had 10 years experience with electronic publishing from design and creation right through to production. During this time he participated in the migration from traditional publishing methods to the new electronic platform. This electronic technology is continuing to evolve: Processor speeds double every 18 months; Application and operating systems are rejuvenated on an eighteen month cycle; and, minor upgrades and patches appear on the internet weekly!

Mr. Narvey observed that most businesses are unprepared to deal with the pace of change. After an initial capital outlay to purchase hardware and software, small and medium-sized businesses shy away from the costs of platform evolution and support. In no time, the company's head operator is swamped with the chores of taking care of workstations and the network itself. Under these conditions, computer departments waste time rather than saving it; burn money rather than making it!

Precursor Systems was founded to meet the need for high quality support at a price that even the small business could afford. We help companies save time and money –keeping employees productive, customers satisfied, and departments profitable.

In 2003, Precursor became an Apple Authorized Reseller and has attained the highest award of Apple Sales Training every year since then.

After 13 years in business as a sole proprietorship, Alex incorporated to become Precursor.ca, Inc. in 2007.

Then, from 2009 to 2013, after meeting stringent criteria, Precursor.ca, Inc. was designated an Apple Authorized Value Added Reseller.

Precursor has also been a member of the FileMaker Business Alliance since 2008.

This catalogue introduces you to Alex Narvey and the concept of subcontracting systems management. Furthermore, it goes on to describe a variety of prepackaged plans and à-la-carte services which are designed to make your business more efficient and productive. These include:

- Prepackaged Service/Support
- Emergency Service/Support
- Installations
- Training
- Consulting and Planning

If you require high quality support at an affordable price please contact Precursor Systems at (204) 793-1880.

Precursor Systems

386 Cordova Street
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support@precursor.ca
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**Consultants
Network**

Alex Narvey

Alex Narvey has been involved with electronic publishing from the creative end right through to production for over 20 years.

Alex Narvey has been involved in digital publishing for nearly twenty years. Starting in 1986, Alex authored, designed, illustrated, typeset, and marketed two books under the imprint of the Thunder Enlightening Press. The second, "The Canadian Canoeing Companion", (ISBN 921959-01-X), sold across Canada, and in the U.S. and Europe.

A Desktop Pioneer

Needless to say, in 1986 there was next to no support for digital publishing. Through necessity, Mr. Narvey became self-taught and proficient in a variety of programs from their introduction to the marketplace including QuarkXPress, FreeHand, PhotoShop, Illustrator, Page-Maker, Microsoft Office, etc.

After acquiring desktop experience and expertise first hand, Alex found he was a valuable commodity to other professionals on the desktop. Alex began to offer his services to others as MacTuneUp™. During this time, his contributions appeared in such publications as *MACWORLD*, *MacUser*, and *ALDUS* Magazines.

It was through the MacTuneUp™ plan that Alex began his association with Embassy Graphics. After being called in to solve various problems, a relationship developed between Embassy and Alex, and Mr. Narvey was hired on as Systems Manager. During eighteen months at Embassy Graphics, Mr. Narvey oversaw an expansion from a small desktop computer service bureau to a large Scitex prepress installation including a dozen high powered Scitex and Macintosh workstations with digital colour scanning and proofing.

Alex Narvey left Embassy Graphics to found Precursor Systems in March 1994. Precursor offers companies the opportunity to subcontract their systems management and save money in the process. Since then, Precursor Systems has become a trusted name in computer support in Alberta, Manitoba and North-western Ontario.

A Web Pioneer

In July of 1995, Mr. Narvey took Precursor Systems into new territory when he started up a World Wide Web service bureau. The Precursor Systems Web site quickly expanded to T1 internet access and served over 10,000 visitors a day. Precursor hosted *MacSense* –an electronic publication produced in Eastern Canada. Alex served as Executive Editor and Webmaster of *MacSense* until the publication was sold to the *Mac Home Journal* — a Macintosh print publication based in California. Before folding up the Precursor web server, the innovative *MacSense* site was featured in a five page spread in the June 1997 issue of ZD-Internet Magazine.

A Handheld Pioneer

Alex became fascinated with handheld computers from their introduction to the marketplace. Today, Precursor Systems advanced through the PalmOS and is now using Apple iPhone and iPod Touch. Custom programming devised inhouse allows Precursor to take advantage of wireless and web integration to set a standard of excellence in customer service.

Alex Narvey has a long and strong history with the computer as a tool for both single, multimedia and virtual publishing. He combines his first-hand experience in computers with an diverse background in the printing/publishing/prepress, and wireless web industries. If you are looking for honest computer expertise without compromise, then you need look no further than Alex Narvey of Precursor.ca, Inc.

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Systems Management

**The cost of a
Systems Manager
has been prohibitive
— until now!**

Precursor Systems offers you a chance to have the benefits of professional systems management at a fraction of the cost. By subcontracting out your support to Precursor Systems you can get the technical help you need—when you need it. You can have your software installed without interfering with an operator's shift. You can have that R&D that is so necessary to move your company ahead in the future and still use your time to do what you do best – serve satisfied customers and make money in the process!

Computer technology – the technology that you now rely on – is in a constant state of revolution. Yet, most small to medium-sized businesses have not dedicated resources to deal with the fast pace of change. The most experienced operator is expected to look after workstation system, application and network software. This can soon turn into a full-time job preventing that person from doing what they are paid to do.

Companies without dedicated technical support increasingly find that they have cut off their nose to spite their face. Time and billable hours are lost when operators are forced to diagnose problems on their own machines – and their co-workers! More time is lost when software is constantly being installed and reinstalled during work hours! Inefficiencies result when each computer in the shop begins to diverge significantly from those around it! Entire computer departments suffer when disadvantageous purchasing decisions have been made due to the lack of time for information gathering and research and development!

A professional systems manager can help alleviate these problems and bottlenecks. Your company will be able to maximize efficiency and billable hours – that's why you bought the computers in the first place! Why doesn't every company have such a systems manager? The reason is simple: Cost. Up until now, the cost of a full-time systems manager has been prohibitive.

Precursor Systems offers a wide-range of diverse options to cover your support needs at prices you can afford. And, by getting involved in an ongoing relationship, Precursor will be intimately acquainted with your system and will be on the lookout for any tool, update, or other development that can make a difference to your business.

You won't have to wait to hear from someone haphazardly that there is a new virus out there or that an update to your software has been posted. You will receive the benefit of custom tailored, expert support for your own system at a price that represents a fraction of the average salary for a professional systems manager.

Call Precursor Systems today at (204) 793-1880 and sign up for a reasonably priced, prepackaged support plan now!

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Precursor Advantages

With these advantages, choosing a support plan from Precursor.ca, inc. is a “no-brainer”.

Annual Support Plans from Precursor Systems offer both technical and economic advantages to help put you ahead of your competition. Now you can afford to have the top quality support that only a full-time Systems Administrator can offer but at a price you can easily afford.

Technical Advantages

- Top quality Systems Administrator at your beck and call!
- Remote access support available immediately!
- On-site service in as little as 15 minutes!
- Fifteen years in business!
- Ongoing familiarity with your system/network!
- Ongoing expertise with other systems/networks in your marketplace!
- Dedicated and focused on digital & virtual publishing!

Economic Advantages

- A fraction of the cost of a full-time employee —with greater experience!
- Annual Support Plan pricing protects your budget!
- No Employment Insurance!
- No Canada Pension Plan contributions!
- No Payroll Tax!
- No individual benefits!
- Multiple computer discounts available!
- Monthly pricing available!

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The Internet Advantage

*Using the internet
to pack our support
services with punch!*

Precursor Systems takes maximum advantage of the internet to provide the best possible service. We utilize a variety of internet technologies to make it easier for you to acquire service and to keep track of your service history.

Troubleshooting Web Site

At Precursor Systems we found that many customers were having trouble deciding when it was best to call and when to email for help. So, using the internet, we devised a method where the customer can do both at once. Precursor customers now have access to a secure web site: <troubleshooting.precursor.ca> customized to their company's profile. Here, Precursor's customers can choose from a few simple pop-up menus to describe the problem. By clicking a button, the information is immediately relayed to us and the customer gets a carbon copy email for future reference. The information is also added to our database so that we can search for patterns that can be essential to help resolving problems. And finally, by clicking a checkbox on the page, Mr. Narvey can be paged within a minute to request immediate service. The whole procedure takes less than a minute of the customer's time.

But that's not all! Once the troubleshooting report is on file the customer's web browser will be taken to customized page showing related technical articles from the Precursor Technical Tips Database. That way the customer can get access to the specialized information and tools to solve a particular problem in the shortest possible time.

Online Service History

Every Precursor trouble call is recorded and synchronized to Precursor's central database. Customers are automatically sent a formatted work order –with descriptive notes– via email. At Precursor's secure customer service web site, the customer can then search and view his/her entire service record.

Backup/Server Monitoring

For some critical functions we don't wait to get a call. Precursor Systems utilizes special technology to monitor backup and server status. Every morning we review an email summary of the previous night's backup and if there is a problem we act to ensure that the following night's backup will run without error. Other automated emails let us know when a server is running out of space and when a printer requires service.

Remote Access Support

Precursor strives to be on-site for emergency service as quickly as possible –often in as little as 15 minutes! But sometimes, even that is too long. Using secure internet technologies we can connect to, observe and even control the customer's computer in real-time while we are on the phone with them. Remote access technologies have made it possible for Precursor to provide instant support and problem resolution and are a key ingredient in our successfully serving companies in Alberta, Manitoba and Ontario.

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Our Competition

Precursor Systems
beats the competition
—hands down!

Beware! Not all service providers are alike. An informed choice is crucial to your success. So how does Precursor Systems compare to other service providers? Ask yourself the following questions to see how the competition really stacks up:

Q Does your service company send the same technician every time or does it employ a platoon of techies and send out whoever is available at the time?

A At Precursor you get the same person every time —company President and Founder Alex Narvey. Alex works consistently, knows what he did on previous visits and why, and does not have to call head office to “consult” with another technician before resolving your support issues.

Q Does your technician spend more time figuring out what the last person did than dealing with the problem?

A See answer to the question above.

	Precursor Systems	Other Service Providers
Fixes on-site/not back at shop	✓	?
Same technician every time	✓	?
Service within the hour- ALL DAY	✓	?

Q Does your company arrive on scene within the hour or do they ask you to wait —sometimes until the next day?

A Precursor provides on-site service when you call; generally within the hour and often within 15 minutes. Using remote access we can often solve your problem while you are on the phone! If you call at 4:45 p.m. we don’t ask you to wait until tomorrow because we know you wouldn’t call if you didn’t need our help today.

Q Does your service company take your computer back to the shop if they have trouble fixing it?

A At Precursor Systems on-site service means just that.

Q Would your service company rather deal with the problem on the phone than send someone out?

A We run a premiere service at Precursor Systems. We believe we should act as if we were your employee and we are therefore more than happy to appear on-site to deal with the most complex or simple situation.

After all—Your success is our success!

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Support Plan Overview

Support Plans are based on regular maintenance and include on-site and remote access service, phone support, and long range planning.

Precursor Systems support gives you the benefits of a full-time Systems Manager without the associated costs. A variety of plans are available providing regular maintenance, on-site and remote access emergency service, telephone support, and long range planning.

Maintenance/Set-up Precursor Support Plans are structured around intensive maintenance/set-up visits. These visits are estimated at up to 3 hours per machine per visit. During the visit, your machine will be completely tested and tuned up using the latest pro-level diagnostic and utility software. The performance profile of your machine can be compared to the original profile done at the inception of the plan. This will help you judge whether your hardware is capable of operating at peak efficiency.

During your maintenance, our expert eyes will ferret out old and redundant software, eliminate redundant files and reorganize application and system files to provide peak performance. Your document files will not be touched.

Troubleshooting Support Every Precursor Support Plan gives you access to our exclusive troubleshooting web site. Here with a few quick clicks you can describe problem, enter it into our database, receive confirmation, be directed to context sensitive help and Alex Narvey paged for immediate help—all on a single web page!

Emergencies Emergency service is handled through a combination of on-site and remote access support. Each Support Plan has a bank of emergency time that can be divided up as necessary to handle situations that may emerge

between maintenance/set-up visits.

Telephone Support You have no doubt experienced calling a busy salesman or colleague to get support. They are in a hurry to work on their own business and don't have the time to help you with yours. Not at Precursor Systems. By building in phone support to our package price we guarantee you will get your fair shake when a problem can be solved over the phone. The level of phone support varies with the package but support may also be purchased separately.

Long Range Planning As part of your Support Plan, Precursor will analyze your current system and projected needs and help devise a hardware/software purchase and upgrade plan that will keep you up-to-date and efficient while still meeting your budget goals.

Pricing Pricing is calculated for one machine per/year. Many plans offer discounts for additional machines covered in the same plan. Plans with more frequent service intervals give you deeper discounts on additional machines. Both Monthly and Advance Payment options are available.

Discounts In each plan category the savings over Precursor Systems standard pricing start at 30-50%. When you opt for support on more than one machine you get further discounts for these additional machines. Save up to 58% ($\pm 1.5\%$) over standard rates depending on what plan you choose. *

Get the benefits of a professional systems manager at the cost of a few service calls. Call Precursor Systems today at 793-1880 and sign up for a prepackaged support plan now!

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* Please see last page for complete details on pricing options.

Choosing Your Plan

Find a plan to fit your business profile.

Precursor Systems offers a variety of support options to fit most needs. Whether your computers are merely Internet appliances, Scanning workstations, or everything in between we have a plan to provide the appropriate level of support. Here are some tips to help you pick the appropriate level of support for your office:

Office

Usage: 1-4 hrs/day
 Tasks: word processing, data entry, email, PIM (contacts and scheduling)
 Profile: The typical Office Level profile is an older computer retained for word processing, email, and PIM (Personal Information Management) software. Seen on the desk of your sales force and receptionists.

Designer

Usage: 2-6 hrs/day
 Tasks: page layout, graphic & web design, archiving, backup
 Profile: Designer Level fits well with home-based and self-employed graphic designers using mid-range equipment and sending out for proofs and output. Network usually consists of three computers or less.

Production

Usage: 6-10 hrs/day
 Tasks: scanning, image manipulation, heavy DTP, Servers
 Profile: Your employees put in a full day creating files and images from scratch. Proofing and output is usually performed on-site. Network of 5-10 computers with significant demands on servers.

Industrial

Usage: 8-24 hrs/day, shift work
 Tasks: Digital imaging input, manipulation and output, Servers
 Profile: High-end computers running more than one shift of employees a day. Deadlines are critical. Staff utilize different machines as needed. Larger network with heavy demands on servers.

SOHO

Usage: intermittent, evenings, mobile, travel
 Tasks: Home-office, email, spreadsheets, DTP, Internet
 Profile: Single computer (no network) for home-based and mobile business.

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FOR MORE INFO...

For more information and pricing on our Support Packages please call us at (204) 793-1880.



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